

# Technical Service Bulletin

## 96 Garage door opener remote with 315MHz will not program to vehicle HomeLink

96 21 71 2051239/2 July 12, 2021. Supersedes Technical Service Bulletin Group 96 number 18-26 dated May 7, 2018 for reasons listed below.

| Model(s)  | Year        | VIN Range | Vehicle-Specific Equipment |
|---|-------------|-----------|----------------------------|
| A4, A4 allroad, S4, Q7, and SQ7   | 2017 - 2020 | All       | Lane change assist         |
| A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, Q5, and SQ5 | 2018 - 2020 | All       | Lane change assist         |
| Q8, Q3  | 2019 - 2020 | All       | Lane change assist         |
| RS 5, RS 5 Cabriolet, and RS 5 Sportback                                    | 2019        |           |                            |
| SQ8, RS Q8  | 2020        | All       | Lane change assist         |

## Condition

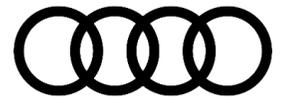
| REVISION HISTORY |            |                              |
|------------------|------------|------------------------------|
| Revision         | Date       | Purpose                      |
| 2                | -          | Revised header (Added Model) |
| 1                | 05/07/2018 | Initial publication          |

### Customer states:

- They are unable to program their garage door opener to the vehicle.
- “An error occurred during programming. Would you like to try again?” is displayed in the MMI.

### Workshop findings:

- Customer supplied remote control will not program to customer vehicle but may program to other vehicles.
- Other garage door opener remotes may pair to the customer's vehicle.



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## Technical Background

Under certain circumstances, the radio signal of the customer's remote control may not be adapted to the vehicle.

## Production Solution

A solution is being developed.

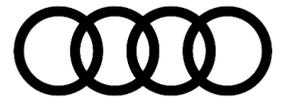
## Service

1. Check the operating frequency of the customer's remote control:
  - Locate the FCC ID number of the customer's remote control (Figure 1, A).
  - Search this ID at <https://fccid.io/> (Figure 1, B).
  - Locate the Frequency Range of the remote control (Figure 1, C).



**Figure 1.** Checking the operating frequency.

2. If the operating frequency of the customer's remote control is 315MHz (+/- 10MHz), continue with this TSB. If not, then continue diagnosis outside of this TSB.
3. Adapt the customer's remote control to the vehicle with the side assist modules disabled:
  - Remove Fuse -SF4- (5A) (Figure 2) 30 power for the lane change assistance control module, J769 (address word 003C) and the lane change assistance control module 2, J770 (address word 00CF).



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- Turn on ignition; KL15.
- Make sure that an error notification for the side assist is displayed on the instrument cluster, if not, double-check lane change assistance control module, J769 (address word 003C) and lane change assistance control module 2, J770 (address word 00CF) fuse location in the wiring diagram.
- Perform programming of the customer's garage door remote, to the vehicle. Programming can occur from the MMI or the hard buttons, located in the overhead console.

Follow prompts on the MMI display:

**MMI:** *MENU button >> Vehicle >> Left Drawer >> Vehicle Settings >> Garage door opener >> Program garage door opener.*

Or

**Buttons:** Press and hold the button in the overhead console which should be programmed.

#### 4. Complete repair:

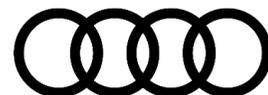
- Turn off the vehicle ignition, KL15.
- Reinstall Fuse –SF4- (Figure 3 and 4), removed in step 3.
- Turn on vehicle ignition, KL15.
- Delete all faults set when Fuse –SF4- was removed.

If an error notification for the side assist is still displayed in the instrument cluster, this must be addressed outside of this TSB.



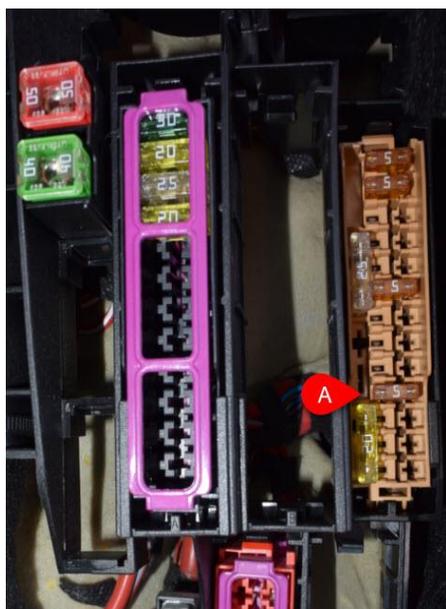
**Tip:** The results of the last 3 programming attempts can be checked. From the Vehicle Electrical System Control Module, J519 (address word 0009), read out measured values:

- “Garage door opener, last programming”
- “Garage door opener, second-to-last progr.”
- “Garage door opener, third-to-last progr.”

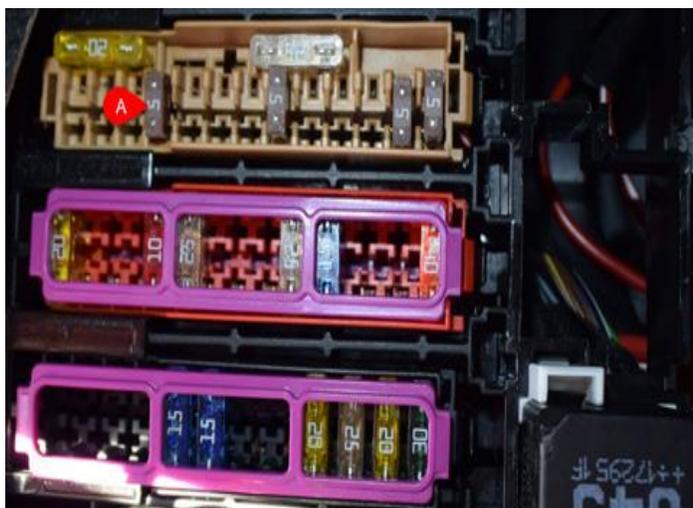


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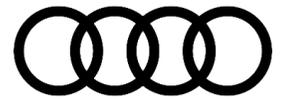
**Figure 2.** Fuse SF4 (5A): A4 (8W) and A5 (F5) – Left Rear Trunk.



**Figure 3.** Fuse SF4 (5A): Q7 (4M) – Left Rear Trunk.



**Figure 4.** Fuse SF4 (5A): Q5 (FY) – Left Rear Trunk.



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| Value:                 | Description:  |
|------------------------|---|
| Channel                | Number Of Button Which Initiated Programing           |
| Programming Aerial     | Antenna Used During Programming: Internal or External |
| Status of Programming  | Result of programming. F = Failed                     |
| Test Program Frequency | Learned Remote Frequency, shown in Hex                |
| Timeout                | Learning process timed out                            |

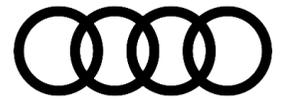
## Warranty

|                          |   |              |  |
|--------------------------|---|--------------|--|
| <b>Claim Type:</b>       | <ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul> |              |  |
| <b>Service Number:</b>   | 9679  |              |  |
| <b>Damage Code:</b>      | 0040  |              |  |
| <b>Labor Operations:</b> | Modify control unit for lane changing assistant   | 9679 9999    | 10 TU  |
| <b>Diagnostic Time:</b>  | GFF   | 0150 0000    | Time stated on the diagnostic protocol (Max 50 TU) |
|                          | Road test prior to service procedure  | No allowance | 0 TU   |
|                          | Road test after service procedure   | No allowance | 0 TU   |
| <b>Claim Comment:</b>    | As per TSB # 2051239/2  |              |  |

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

## Additional Information

All parts and service references provided in this TSB (2051239) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.



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